

## PATENT ABSTRACTS OF JAPAN

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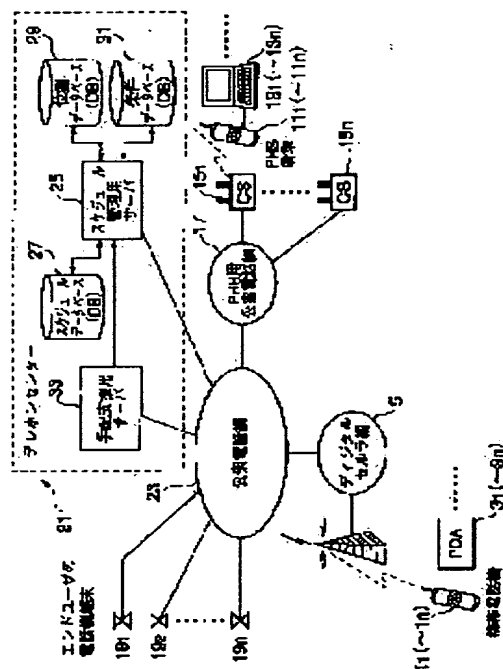
(54) SCHEDULE MANAGEMENT SYSTEM

(57) Abstract:

PROBLEM TO BE SOLVED: To reduce the loads of a manager and to efficiently process the schedule management job and schedule adjustment job of respective personnel.

SOLUTION: A screen information generation server generates sorted pure individual information as the screen information of detail information relating to the dispatch and arrangement to a person to be dispatched and transmits it through an arrangement supporting server 33 only to the mobile information processing terminals of the persons to be dispatched. Sorted shared individual information is generated as the screen information of the detail information relating to the dispatch and the arrangement to all the persons to be dispatched belonging to the same group and transmitted to all the mobile information processing terminals of the persons to be

dispatched who request access. For the screen information of the shared individual information, when the response of accepting the arrangement is returned from the mobile information processing terminals of the persons to be dispatched who request the access, the declaration of the scheduled visit time and hours is requested. When the declaration is notified, the screen information including the schedule is generated and that effect is notified to a schedule management server 25.



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CLAIMS

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[Claim(s)]

[Claim 1] In the environment where the necessary personnel's migration terminal and the information processor which manages the business processed by the necessary personnel deliver and receive information required for operating processing mutually through a communication network While generating 1st means to hold the detailed information concerning operating processing of each staff as each necessary personnel's individual humanity news, and the screen information which presented the detail of said business based on said information When answerback of \*\*/no to directions of operating processing and the schedule information of the necessary personnel who possesses this terminal are transmitted from 2nd means to transmit the screen information to the migration terminal which emitted the demand, and the migration terminal which received said screen information, A schedule management method equipped with 3rd means to transmit the screen information to the migration terminal which emitted the demand while making them reflect in said screen information.

[Claim 2] a schedule management method according to claim 1 -- setting -- said screen information -- each necessary personnel out of said individual humanity news -- the schedule management method containing the screen information concerning the 1st individual humanity news which can permit only him an indication, and the screen information concerning the 2nd individual humanity news which can permit all necessary personnel an indication.

[Claim 3] A schedule management method including the information which requires said schedule information for the schedule time of day of the operating processing initiation when having consented to said operating processing, and the schedule time of day of operating processing termination in a schedule management method according to claim 1.

[Claim 4] The schedule management method which includes further the information which requires said schedule information for the reason when refusing said operating processing, and the time of day to operating processing which can be coped with in a schedule management method according to claim 1.

[Claim 5] The schedule management method with which the business assigned to said each necessary personnel is processed in a schedule management method according to claim 1 based on the election candidate list of necessary personnel engaged in the operating processing generated beforehand.

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[Translation done.]

DETAILED DESCRIPTION

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## [Detailed Description of the Invention]

[0001]

[Field of the Invention] This invention relates to the schedule management method applied to the environment where the necessary personnel's migration terminal and the information processor which manages the business processed by the necessary personnel deliver and receive information required for operating processing mutually through a communication network.

[0002]

[Description of the Prior Art] Conventionally, in arrangements of a pursuer (dispatch staff) of on-site (outside duty) business like servicemen (service engineer), such as OA equipment, and the business manager of various types of industry, and dispatch business, information transfer between each dispatch staff and a manager is mainly performed by the help using the telephone line.

[0003]

[Problem(s) to be Solved by the Invention] By the way, it faces performing information transfer in the mode mentioned above, the timing of signal transduction tends to be determined on the position by the manager it is [ manager ] becoming an informational informer in most cases, and it is difficult to determine the above-mentioned timing, after taking into consideration a dispatch staff's situation of being becoming an informational sink to the above and reverse on a position in most cases as a matter of fact. Therefore, in a manager side, when the portable telephone which each dispatch staff possesses as a mobile communication terminal, for example is not "busy" or the telephone and the above-mentioned portable telephone by the side of a manager are not connected from situations, like the drive power source is turned off, the problem that it must telephone again repeatedly arises until it is connected with the above-mentioned portable telephone.

[0004] Moreover, when the telephone by the side of a manager and the mobile communication terminal by the side of a dispatch staff were connected on the above-mentioned arrangements and dispatch business, working hours (to [ from when ] when does it start?) in case the above-mentioned dispatch staff copes only the propriety of the correspondence to directions of dispatch with the above-mentioned dispatch business by that of check \*\*\*\*\* to a dispatch staff side at a manager side were not grasped by the manager side. Therefore, by the manager side, when a certain arrangements and dispatch business were completed and a new dispatch demand was coped with, since the situation that each dispatch staff in the time was placed could not be grasped, there was also a problem that arrangements and dispatch business could not be processed efficiently.

[0005] Furthermore, if it was in the former, since the schedule management business of each dispatch staff who must be the business which should be related mutually essentially, and arrangements and dispatch business were processed separately, working capacity is not only bad, but the problem that exact schedule pipe \*\* was not made had it.

[0006] Therefore, the purpose of this invention is to offer the schedule management method which can reduce a manager's load and can process efficiently each staff's schedule management business and SUKEJU adjustment business.

[0007] Moreover, other purposes of this invention are to offer the schedule management method which can perform each staff's schedule pipe \*\* correctness and timely.

[0008]

[Means for Solving the Problem] The schedule management method according to this invention is what is applied to the environment where the necessary personnel's migration terminal and the information processor which manages the business processed by the necessary personnel deliver and receive information required for operating processing mutually through a communication network. While generating the screen information which presented the detail of 1st means to hold the detailed information concerning operating processing of each staff as each necessary personnel's individual humanity news, and the business mentioned above based on the detailed information When answerback of \*\*/no to directions of operating processing and the

schedule information of the necessary personnel who possesses this terminal are transmitted from 2nd means to transmit the screen information to the migration terminal which emitted the demand, and the migration terminal which received the above-mentioned screen information, While making it reflected in the screen information which mentioned them above, it has 3rd means to transmit the screen information to the migration terminal which emitted the demand. The information processor mentioned above, for example is equipped with the above 1st - the 3rd means.

[0009] According to the above-mentioned configuration, generate the screen information which presented the detail of business based on the detailed information concerning operating processing of each staff, and while transmitting to the migration terminal which emitted the demand, the screen information When answerback of \*\*/no to directions of operating processing and the schedule information of the necessary personnel who possesses this terminal were transmitted from the migration terminal which received the screen information, you made it reflected in the screen information which mentioned them above, and we decided to transmit the screen information to the migration terminal which emitted the demand. Therefore, a manager's load can be reduced and each staff's schedule management business and SUKEJU adjustment business can be processed efficiently.

[0010] the screen information mentioned above with the suitable operation gestalt concerning this invention -- each staff out of individual humanity news -- the screen information concerning the 1st individual humanity news which can permit only him an indication, and the screen information concerning the 2nd individual humanity news which can permit all necessary personnel an indication are included. The schedule information mentioned above includes the information concerning the schedule time of day of the operating processing initiation when having consented to operating processing, and the schedule time of day of operating processing termination. In addition to the above, the above-mentioned schedule information also includes further the information concerning the reason when refusing operating processing, and the time of day to operating processing which can be coped with. The detailed information mentioned above is generated based on the information for pinpointing each customer name and its address as each necessary personnel's schedule information held beforehand at a storage means, and a candidate of operating processing. The business assigned to each staff is processed based on the election candidate list of necessary personnel engaged in the operating processing generated beforehand. The election candidate list is generated based on the information for pinpointing each customer name and its address as each staff's schedule information held beforehand, and a candidate of operating processing.

[0011] When answerback of the \*\*/no to directions of operating processing and the schedule information of the necessary personnel who possesses the terminal are transmitted from the migration terminal which received the screen information generated by the 2nd means mentioned above, with the above-mentioned operation gestalt, it has further 4th means update the necessary personnel's schedule information beforehand held according to them, and the election candidate list mentioned above.

[0012] According to this configuration, each necessary personnel's schedule pipe \*\* can be performed correctness and timely.

[0013]

[Embodiment of the Invention] Hereafter, a drawing explains the gestalt of operation of this invention to a detail.

[0014] Drawing 1 is the block diagram showing the whole telecommunications system configuration with which the arrangements operating information processing method of the dispatch staff as an example of the schedule management method concerning 1 operation gestalt of this invention is built.

[0015] The so-called notebook sized personal computer and PDA (personal digital assistant) are used for the above-mentioned system as a mobile information processing terminal which transmits and receives information by wireless through a mobile terminal, using a portable telephone (a packet being included) and a PHS terminal as a mobile communication terminal. The above-mentioned system is equipped with two or more sets of two or more sets of portable

telephones 11-1n, and PDA 31-3n connected to each portable telephones 11-1n, respectively, and the digital cellular network 5 corresponding to a portable telephone as shown in drawing 1. The above-mentioned system is equipped also with two or more sets of two or more sets of PHS terminals 111-11n, and the notebook sized personal computers 131-13n connected to each PHS terminals 111-11n, respectively, two or more cordless stations (base station of PHS) 151-15n, and the public telephone network (public telephone network for PHS) 17 corresponding to a PHS terminal again. In addition to the above-mentioned configuration, the above-mentioned system is further equipped also with the telephones 191-19n of each customer who is a dispatch place, the telephone pin center, large 21, and a public telephone network 23. Each telephones 191-19n, the telephone pin center, large 21, the digital cellular network 5, and the public telephone network 17 for PHS are connected to a public telephone network 23.

[0016] a telephone -- a pin center, large -- 21 -- inside -- \*\*\*\* -- this invention -- one -- operation -- a gestalt -- starting -- dispatch -- the necessary personnel -- arrangements -- business -- information processing -- a method -- constituting -- a sake -- a schedule -- administrative -- a server -- 25 -- a schedule -- a database -- (-- DB --) -- 27 -- a location -- a database -- (-- DB --) -- 29 -- conditions -- a database -- (-- DB --) -- 31 -- and -- arrangements -- exchange -- \*\* -- a server -- 33 -- installing -- having .

[0017] Each PDA 31-3n is possessed by each dispatch staff under outside duty (not shown) with the portable telephones 11-1n connected to each according to an individual. Information (dispatch directions information) required for execution of the dispatch business transmitted from the server 33 for arrangements exchange is displayed on an each PDA [ 31-3n ] display in the form of text. Dispatch directions information is received by each PDA 31-3n through a public telephone network 23, the digital cellular network 5, and the portable telephones 11-1n corresponding to each PDA 31-3n.

[0018] On the other hand, answerback of the yes or no to the above-mentioned dispatch directions information is read into the PDA (either 31-3n) when the dispatch staff who is the possessor of PDA (either 31-3n) who received the above-mentioned dispatch directions information operates the PDA (either 31-3n). Answerback of the above-mentioned yes or no is transmitted to the server 33 for arrangements exchange from Above PDA (either 31-3n) through the portable telephone (either 11-1n) corresponding to the PDA (either 31-3n), the digital cellular network 5, and a public telephone network 23.

[0019] About the mode of current position detection of 11-1n of each portable telephone in this operation gestalt, it mentions later.

[0020] Each notebook sized personal computers 131-13n are possessed by the group (not shown) of the dispatch staff different from the group of the dispatch staff who possesses Above 31-PDA 3n and portable telephones 11-1n with PHS terminals 111-11n connected to each according to an individual under outside duty. The dispatch directions information transmitted from the server 33 for arrangements exchange is displayed on an each notebook sized personal computers [ 131-13n ] display in the form of text and image information. Dispatch directions information is received by each notebook sized personal computers 131-13n through a public telephone network 23, the public telephone network 17 for PHS, and base stations 151-15n.

[0021] On the other hand, answerback of the yes or no to the above-mentioned dispatch directions information is read into the notebook sized personal computer (either 131-13n) when the dispatch staff who is the possessor of a notebook sized personal computer (either 131-13n) who received the above-mentioned dispatch directions information operates the notebook sized personal computer (either 131-13n). Answerback of the above-mentioned yes or no is transmitted to the server 33 for arrangements exchange through the PHS terminal (either 111-11n) corresponding to the notebook sized personal computer (either 131-13n), the public telephone network 17 for PHS, and a public telephone network 23 from the above-mentioned notebook sized personal computer (either 131-13n).

[0022] Also about the mode of current position detection of 111-11n of each PHS terminal in this operation gestalt, it mentions later.

[0023] On a schedule DB27, for example, all the members' dispatch staffs' outside duty schedule information (many information, such as each dispatch staff's name, a visiting place customer

name, and a visit predetermined time, is included at least) is saved. The above-mentioned outside duty schedule information is read from a schedule DB27 by the schedule administrative server 25.

[0024] The information for specifying customer name (it being the name, if customer is individual and name and customers are organizations, such as corporation) information, and the customer's address (or address) as information (customer list information) for specifying the customer in the support area mentioned above used as a dispatch place is saved for example, in a table format in a location DB29. The above-mentioned customer list information is read from a location DB29 by the schedule administrative server 25, and is displayed on the display of the schedule administrative server 25 in the form of the chart of text.

[0025] On conditions DB31, the information (correspondence propriety information) which shows whether each dispatch staff can respond about each of two or more different dispatch business, such as maintenance business of a copying machine of the OA equipment, maintenance business of facsimile, and a personal computer terminal, maintenance business of a printer, is saved. The above-mentioned information is read from conditions DB31 by the schedule administrative server 25.

[0026] The schedule administrative server 25 receives a dispatch demand of the customer transmitted through a public telephone network 23 from each telephones 191-19n. And the information (model information) concerning models, such as information (that is, customer information mentioned above) for specifying customers who emitted the dispatch demand, such as a customer's address (address) and a name (name), and broken OA equipment, the information (failure status information) concerning a failure situation, etc. are extracted by analyzing the dispatch demand. The schedule administrative server 25 reads [ the above-mentioned outside duty schedule information ] a location DB29 to customer list information for conditions DB31 to correspondence propriety information from a schedule DB27 again, respectively. And while carrying out comparison collating of outside duty schedule information and customer list information, and the customer information, by carrying out comparison collating of correspondence propriety information, and model information and failure status information, the dispatch staff who can judge suiting the customer who emitted the dispatch demand out of all dispatch staffs is elected, and the election result is notified to the server 33 for arrangements exchange.

[0027] With this operation gestalt, the schedule administrative server 25 creates a dispatch candidate list based on the above-mentioned outside duty schedule information, correspondence propriety information, and customer list information, and election of a dispatch person mentioned above is performed because the schedule administrative server 25 elects the necessary personnel sequentially from the necessary personnel with the highest ranking in the list. Outside duty schedule information, correspondence propriety information which mentioned above the above-mentioned dispatch candidate list, and . to which modification of the ranking of the dispatch staff after the 2nd ranking is attained according to the contents, such as customer list information, -- the ranking modification It restricts to the dispatch staff presumed to be probably within the limits of predetermined from a customer's location where the current position emitted the above-mentioned dispatch demand based on outside duty schedule information and customer list information, and the person near the location of the customer who emitted the dispatch demand is given at least for Takayoshi.

[0028] The dispatch staff located in degree the dispatch staff's ranking in the above-mentioned list is elected to a dispatch person, and the schedule administrative server 25 notifies that to the server 33 for arrangements exchange, when there is no answerback of a purport according to arrangements or there is answerback of refusal from the dispatch staff who sent dispatch directions information through the server 33 for arrangements exchange. This processing is continued until there is answerback of a purport according to arrangements from the dispatch staff who elected. Furthermore, it is the case where the above-mentioned answerback did not arrive in predetermined time, or answerback of refusal arrives, and when a dispatch candidate does not exist during a dispatch candidate list, the schedule administrative server 25 outputs predetermined alarm information to a display, reports the purport to which a dispatch candidate

does not exist during a dispatch candidate list to an operator, and ends processing. By this, dispatch staff arrangements with the manual by the operator will be performed henceforth.

[0029] The server 33 for arrangements exchange sends dispatch directions information to each PDA [ 31-3n ] either through a public telephone network 23, the digital cellular network 5, and each portable telephones [ 11-1n ] either based on the above-mentioned notice from the schedule administrative server 25. Or the above-mentioned dispatch directions information may be sent to each notebook sized personal computers [ 131-13n ] either through a public telephone network 23, the public telephone network 17 for PHS, and each PHS terminals [ 111-11n ] either.

[0030] a \*\*\*\*\* [ that the answerback of a purport which follows directions of dispatch from each PDA 31-3n and each notebook sized personal computers / 131-13n / either which are the mobile information processing terminal of the dispatch staff to whom the server 33 for arrangements exchange sent dispatch directions information arrived in predetermined time ] -- or it is confirmed whether answerback of refusal arrived.

[0031] When it judges that the above-mentioned answerback did not arrive in predetermined time, or answerback of refusal arrived as a result of the above-mentioned check, the server 33 for arrangements exchange notifies that to the schedule administrative server 25. And according to the new notice from the schedule administrative server 25, dispatch directions information is sent to the mobile information processing terminal of the dispatch staff another corresponding dispatch staff's, i.e., the dispatch staff who did not respond to the above-mentioned arrangements in the above-mentioned dispatch candidate list, next ranking.

[0032] In addition to each part mentioned above, with this operation gestalt, the server for classification of the individual humanity news concerning dispatch of a dispatch staff and arrangements and the server for screen information generation (neither is illustrated) are further prepared in the telephone pin center, large 21.

[0033] The server for individual humanity news classification (not shown) is \*\*\*\*\* about the individual humanity news (pure individual humanity news) of each one of dispatch staffs who permit only each dispatch staff access for each above-mentioned information in each DB 27 and 29 and 31, and each one of dispatch staffs' individual humanity news (share individual humanity news) by which access is permitted to all dispatch staffs (that is, all dispatch staffs can own jointly).

[0034] the pure individual humanity news from which the server for screen information generation (not shown) was separated by the above-mentioned classification -- an arranged person -- it generates as screen information of the detailed information about the dispatch to the dispatch staff who is him, and arrangements, and it is transmitted only to the mobile information processing terminal of the dispatch staff who is him through the server 33 for arrangements exchange. The server for screen information generation (not shown) is generated as screen information of the detailed information about the dispatch to all the dispatch staffs belonging to the same group including the dispatch staff who is an arranged person about the share individual humanity news separated by the above-mentioned classification, and arrangements. And it transmits through the server 33 for arrangements exchange to all the mobile information processing terminals of the dispatch staff who performed the access request including the dispatch staff who is an arranged person about the screen information.

[0035] About the screen information of the above-mentioned share individual humanity news, the server for screen information generation (not shown) requires the report of visit schedule time of day and termination schedule time of day through the server 33 for arrangements exchange, when answerback of the purport which has consented to arrangements from the mobile information processing terminal side of the dispatch staff who performed the access request has led the server 33 for arrangements exchange. And if visit schedule time of day and termination schedule time of day are notified through the server 33 for arrangements exchange, while generating the screen information containing those time of day, that is notified to the schedule administrative server 25.

[0036] About the screen information of the above-mentioned share individual humanity news, the server for screen information generation (not shown) requires the report of the reason for



improper, and the time of day which can be worked through the server 33 for arrangements exchange, when the answerback of a purport which refuses arrangements from the mobile information processing terminal side of the dispatch staff who performed the access request has led the server 33 for arrangements exchange. And if the reason for improper and the time of day which can be worked are notified through the server 33 for arrangements exchange, while generating the screen information containing them, that is notified to the schedule administrative server 25. The schedule administrative server 25 changes the contents of the created dispatch candidate list already while updating the outside duty schedule information in the schedule DB27 mentioned above based on the above-mentioned notice.

[0037] Drawing 2 is the explanatory view showing the outside duty schedule table which the arrangements operating information processing method of the dispatch staff as an example of the schedule management method concerning 1 operation gestalt of this invention holds, a customer master, and a customer address master.

[0038] As an outside duty schedule table is stored in the schedule DB27 given in drawing 1 and is shown in an outside duty schedule table at drawing 2 a, the dispatch staff name (worker name) registration field 41, the registration field 43 of a time zone which each dispatch staff visits, and the registration field 45 of a visiting place customer name are set up.

[0039] A customer master and a customer address master are stored in the location DB29 given in drawing 1, and as shown in drawing 2 b, the registration field 47 of a visiting place customer name and the registration field 49 of each customer's address (housing display) are set to the customer master. On the other hand, as shown in drawing 2 c, the registration field 51 of the housing display of each customer mentioned above and the registration field 53 of those lat/long are set to the customer address master.

[0040] With this operation gestalt, each portable telephones 11-1n and current position detection of each PHS terminals 111-11n are not performed. The schedule administrative server 25 is coping with it based on the contents of the above-mentioned outside duty schedule table, a customer master, and the customer address master by presuming each portable telephones 11-1n and the each PHS terminals [ 111-11n ] current position. The reason is that it surely becomes cost quantity since these systems are built by various hardware and software although the current position detection system only for PHS is used with GPS and a PHS terminal with a portable telephone in order to detect the current position of each mobile communication terminal in the above-mentioned telecommunications system. then,/with a dispatch staff near [ in / without not detecting a dispatch staff's current position, presuming each dispatch staff's near current position from outside duty schedule information and a customer's address information, and displaying those locations on a map screen by a predetermined icon etc. / the schedule administrative server 25 / a customer ] from a location -- it was made to make a far thing judgment.

[0041] Drawing 3 is the explanatory view showing an example of the arrangements detail screen information (share individual humanity news) generated by the arrangements operating information processing method of the dispatch staff as an example of the schedule management method concerning 1 operation gestalt of this invention.

[0042] As the above-mentioned arrangements detail screen information was mentioned above, the server for individual humanity news classification (not shown) is what the server for screen information generation (not shown) generated based on classification beam share individual humanity news, and is the screen information by which access is permitted to all dispatch staffs' mobile information processing terminal.

[0043] The above-mentioned arrangements detail screen information is screen information which shows customer name (dispatch place name) information, address information, the information on a dispatch work breakdown, etc. The above-mentioned arrangements detail screen information is screen information used in each dispatch staff's mobile information processing terminal, and the both sides of the above-mentioned schedule administrative server 25, when each dispatch staff turns answerback of the comprehension/cancellation to arrangements (\*\*/no) on the telephone pin center,large 21 side, and when the telephone pin center,large 21 side receives the answerback. In arrangements of the dispatch staff using the above-mentioned screen

information, even if it is dispatch staffs other than the dispatch staff made into the arranged person about a certain arrangements, the purport which should respond to the arrangements can usually be told to the telephone pin center, large 21 side.

[0044] In the example shown in drawing 3, the model of OA equipment which a dispatch place customer is "P plan", "it will be at 14:37" the time received of the dispatch demand from this P plan, and is the object of maintenance is "AB1234N", that model number is "876543", and the address of the above-mentioned P plan is "1-chome, Sendagaya, Shibuya-ku." In addition to many items mentioned above, many items, such as a contract gestalt (gestalt of a maintenance contract), a priority, and the contents of failure, are included in the above-mentioned screen information like illustration. Moreover, in the example shown in drawing 3, the dispatch candidate of the 1st ranking is "Ichiro Watanabe", and "Ichiro Watanabe" understands the visit to the above "P plan." It will be the visit schedule time of day of "Ichiro Watanabe" to the above-mentioned visiting place in "14:00", and will be termination schedule time of day in "16:00." In addition, when the above-mentioned visit is improper for the dispatch candidate of the 1st ranking of the above, the matter corresponding to "the reason for improper", "other reasons", and "the time of day which can be worked" is displayed, respectively. "Activity extension" of "the reason for improper" is the display in a default. On the other hand, the reason for improper actually notified by the dispatch candidate of the 1st ranking is displayed on the column of "the reason for improper." The above "the reason for improper", "other reasons", and the matter displayed on "the time of day which can be worked" It is given to the server for screen information generation (not shown) through the server 33 for arrangements exchange, and the schedule administrative server 25 from the mobile information processing terminal of the dispatch candidate of the 1st ranking of the above. After edit processing of required screen information is performed in the server for screen information generation (not shown), it is displayed on the display of the schedule administrative server 25.

[0045] Drawing 4 is the explanatory view which indicated the screen information which shows a dispatch staff's schedule displayed on the display of the schedule administrative server 25 through the server for screen information generation (not shown) mentioned above.

[0046] Drawing 4 a is an example of screen information when the dispatch business to "P plan" shown in drawing 3 has answerback of the purport understood from dispatch staffs other than "Ichiro Watanabe" who is the dispatch candidate of the 1st ranking, and drawing 4 b is an example of screen information when there is answerback of that it cannot visit from dispatch staffs other than the dispatch candidate of the 1st ranking of the above.

[0047] In the example shown in drawing 4 a, since there was answerback of the purport understood from "Jiro Yamamoto" of the ID number "54124" which is the dispatch staff who belongs to the Yoyogi team, in a dispatch staff's "Jiro Yamamoto"'s schedule, the visit business to "P plan" is set as the time zone at 14:00- 16:00. About the current position of "Jiro Yamamoto", it is unknown. Although it has become clear that the current position is "Shibuya, Tokyo" about "Saburo Sato" of the ID number "54064" which is the dispatch staff who belongs to the same Yoyogi team as "Jiro Yamamoto" on the other hand, since there was no answerback of a purport which understood the visit from "Saburo Sato" to the above-mentioned dispatch, the above-mentioned visit business is not set to the schedule of "Saburo Sato."

[0048] On the other hand, in the example shown in drawing 4 b, since the activity by the customer under present visit was prolonged from "Jiro Yamamoto" from current time to 16:00 to the above-mentioned dispatch and there was answerback of that it cannot visit, in the schedule of "Jiro Yamamoto", visit business to "P plan" cannot be set as the time zone at 14:00- 16:00. The time of day of "Jiro Yamamoto" which can be worked will be however called 16:00 or subsequent ones also with early. Therefore, the activity by the customer under current visit is set to the schedule of "Jiro Yamamoto" in the time zone from current time to 16:00.

[0049] Drawing 5 is drawing showing the outline of the 1st processing flow of dispatch person arrangements with the arrangements operating information processing method of the dispatch staff as an example of the schedule management method concerning 1 operation gestalt of this invention.

[0050] In drawing 5, first, the schedule administrative server 25 creates a dispatch candidate list

based on outside duty schedule information, correspondence propriety information, and customer list information, as mentioned above (step S61). next, the server for screen information generation (not shown) — the server for individual humanity news classification (not shown) — classification \*\*\*\*\* pure individual humanity news — an arranged person — it generates as screen information of the detailed information about the dispatch to the dispatch staff who is him, and arrangements (step S62). And it is transmitted only to the mobile information processing terminal of the dispatch staff who is him through the server 33 for arrangements exchange (step S63).

[0051] When the above-mentioned arranged person checks the above-mentioned screen information which the mobile information processing terminal to possess received (step S64) and has transmitted answerback of comprehension by the predetermined time limit, (step S65) and the schedule administrative server 25 judge that arrangements were successful, and end a series of arrangements processings (step S66). On the other hand, when the mobile information processing terminal side of the above-mentioned arranged person to answerback cannot be found by the predetermined time limit, or when the answerback of a purport which refuses arrangements is in the above-mentioned time limit, (step S65) and the schedule administrative server 25 confirm whether the dispatch candidate of degree ranking exists (step S67). Although it shifts to processing actuation of step 63 mentioned above when it existed as a result of this check, when it does not exist, while judging that arrangements went wrong and ending a series of arrangements processings, the purport that arrangements went wrong is reported to an operator through the display of the schedule administrative server 25 (step S68).

[0052] Drawing 6 is drawing showing the outline of the 2nd processing flow of dispatch person arrangements with the arrangements operating information processing method of the dispatch staff as an example of the schedule management method concerning 1 operation gestalt of this invention.

[0053] In drawing 6, first, the schedule administrative server 25 creates a dispatch candidate list based on outside duty schedule information, correspondence propriety information, and customer list information, as mentioned above (step S71). Next, the server for screen information generation (not shown) generates classification eclipse \*\*\*\*\* personal information by the server for individual humanity news classification (not shown) as screen information of the detailed information about the dispatch to all the dispatch staffs belonging to the same group, and arrangements (step S72). And it transmits through the server 33 for arrangements exchange to the mobile information processing terminal of the dispatch staff who is the mobile information processing terminal of the dispatch staff who belongs the screen information to the same group, and performed the access request (step S73).

[0054] The dispatch staff who performed the above-mentioned access request checks the above-mentioned screen information which the mobile information processing terminal which self possesses received (step S74). And when it judges that correspondence to the dispatch business directed from the telephone pin center,large 21 side is possible, (step S75), the understood purport, and correspondence initiation (visit schedule) time of day and correspondence termination (visit termination) time of day are notified to the telephone pin center,large 21 side (step S76). Renewal of a dispatch staff's schedule which screen information as shown by drawing 3 understood in the schedule administrative server 25 by this while being displayed on the display of the schedule administrative server 25 and the display of the above-mentioned mobile information processing terminal is performed (step S77). The renewal of the above-mentioned schedule is reflected in the contents of the dispatch candidate list. And a series of arrangements processing business is completed (step S78).

[0055] On the other hand, when the above-mentioned dispatch staff judges that correspondence is impossible, (step S75), the purport which cannot be visited, and the time of day (operation is possible) which can be responded are notified to the telephone pin center,large 21 side (step S79). While what the reason for improper or other reasons, and the time of day that can be worked were displayed as in the above-mentioned screen information is displayed on the display of the schedule administrative server 25, and the display of the above-mentioned mobile information processing terminal by this, in the schedule administrative server 25, renewal of the

above-mentioned dispatch staff's schedule is performed (step S77). The renewal of the above-mentioned schedule is reflected in the contents of the dispatch candidate list.

[0056] Since schedule pipe \*\* of each dispatch staff by the schedule administrative server 25, and arrangements by the server 33 for arrangements exchange and dispatch business were made to coordinate as explained above according to 1 operation gestalt of this invention, an operator's load can be reduced and the increase in efficiency of schedule management and arrangements, and dispatch business can be attained. Moreover, based on the report of the visit propriety given from each dispatch staff's mobile information processing terminal through the server 33 for arrangements exchange, and many information which accompanies it since the schedule administrative server 25 updates the schedule of each dispatch staff in a schedule DB27 at any time, the precision of a schedule can be raised.

[0057] The contents of it not being what means that this invention is limited only to the above-mentioned contents about the 1 operation gestalt of this invention and its modification to the last mentioned above are natural.

[0058]

[Effect of the Invention] As explained above, according to this invention, the schedule management method which can reduce a manager's load and can process efficiently each staff's schedule management business and schedule adjustment business can be offered.

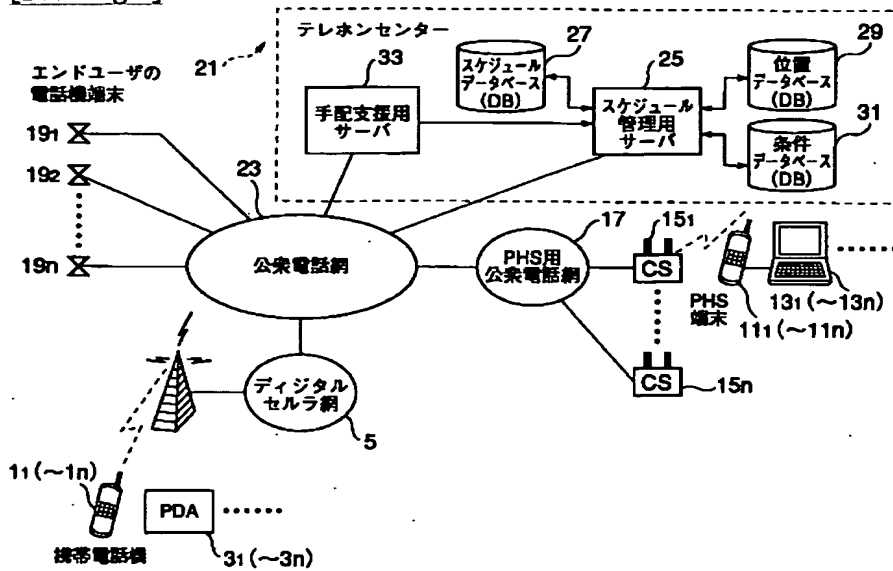
[0059] Moreover, according to this invention, the schedule management method which can perform each staff's schedule pipe \*\* correctness and timely can be offered.

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[Translation done.]

## DRAWINGS

[Drawing 1]



[Drawing 2]

## \*1 作業員スケジュール

(a)

作業員名	時間	訪問先
作業員A	11:00~12:00	お客様X
	13:30~15:00	お客様Y
	16:00~17:30	お客様Z
作業員B	.	.
.	.	.

41      43      45

## \*2 顧客マスタ

(b)

顧客名	住所
お客様A	豊洲1丁目
お客様B	晴海5丁目
.	.

47      49

## \*3 住所⇄緯度・経度マスタ

(c)

住所	緯度	経度
豊洲1丁目	111111	333333
豊洲2丁目	111112	333334
.	.	.

51      53

[Drawing 3]

手帳野帳				
受付番号	組織	依頼番号	契約形態	
1437	AB1234N	070543		
顧客名	依頼場所	電話番号	FAX番号	
P25番		住所		
訪問日付				
訪問日付	訪問時間	訪問予定	依頼者	クレーム
0	0			0
訪問内容		追加メモ		
訪問内容		追加メモ		
<input type="radio"/> 了解         訪問予定時刻 14:00         終了予定時刻 16:00				
<input type="radio"/> 訪問不可         不可理由 作業延長         稼働可能時刻 16:00				
手帳一覧 プリンター 作業一覧 スケジュール設定 レポート作成				

## [Drawing 4]

入力例

## (a) 了解の場合

訪問予定時刻 14:00

終了予定時刻 16:00

現在時刻

ID	名前	チーム	予定	位置
54064	佐藤 三郎	代々木	14:00 14:01 14:02 14:03 14:04 14:05 14:06 14:07	東京都渋谷区
54124	山本 二郎	代々木	14:00 14:01 14:02 14:03 14:04 14:05 14:06 14:07	不明

14:00~16:00のスケジュールをセット

## (b) 訪問不可の場合

不可理由 作業延長

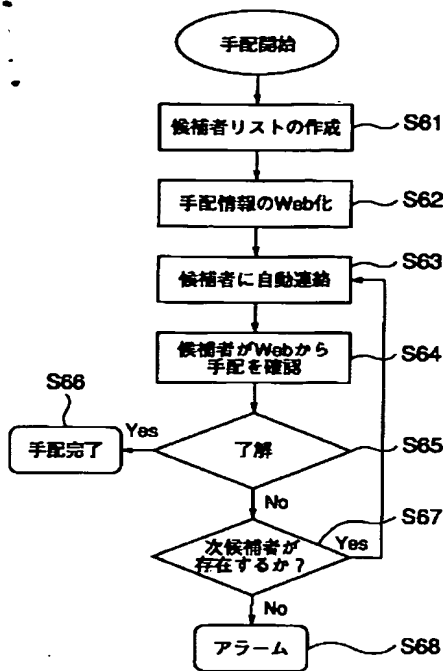
稼働可能時刻 16:00

現在時刻

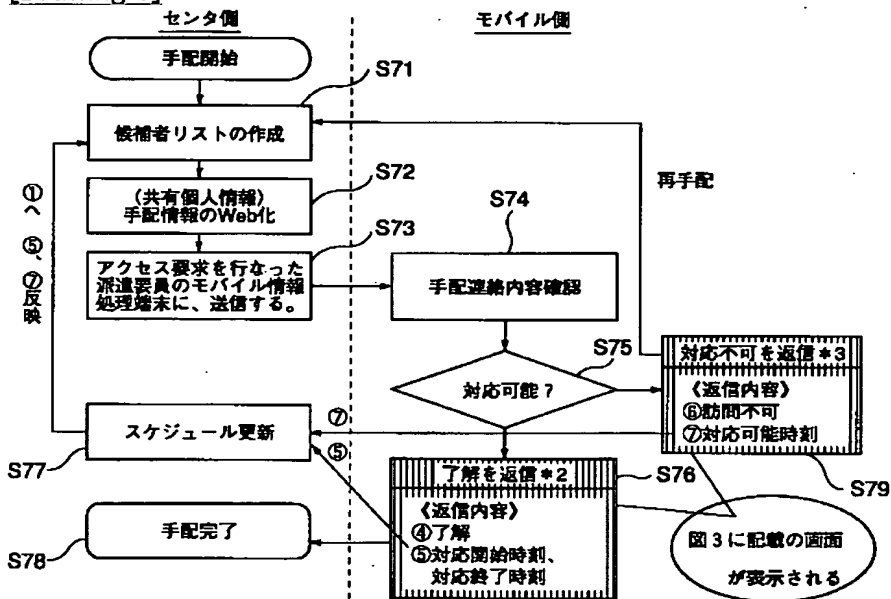
ID	名前	チーム	予定	位置
54064	佐藤 三郎	代々木	14:00 14:01 14:02 14:03 14:04 14:05 14:06 14:07	東京都渋谷区
54124	山本 二郎	代々木	14:00 14:01 14:02 14:03 14:04 14:05 14:06 14:07	不明

現在時刻~16:00のスケジュールをセット

## [Drawing 5]



[Drawing 6]



[Translation done.]